

Arcade Credit Union

WE MAY BE SMALL BUT WE CAN HELP YOU WITH ALL YOUR FINANCIAL NEEDS. WE OFFER MOST EVERYTHING THE LARGER FINANCIAL INSTITUTIONS HAVE. YOUR FAMILY IS ELIGIBLE TO JOIN —PARENTS, CHILDREN, SIBLINGS, WE TAKE THEM ALL.

Open an account with as little as \$5.00.... get started today!

RETIREMENT

*After 37 years, it is with heartfelt emotions to announce
I will be retiring February 28, 2023*

I want to thank you for giving me the opportunity to serve all your financial needs for so many years. It has been a privilege and a pleasure of mine to do so. Your devotion and dedication to the credit union is very much appreciated.

However, I will be leaving the credit union in very capable hands. Shelly Fender will be assuming the management position. All of you are very familiar with her and know she will take care of you. We also welcomed Tammy Lunsford to our team 6 months ago. If you have not met her, please come by and say hello.

I will miss seeing and talking to each and every one of you, you will be in my thoughts often.

With Greatest Sincerity,



Charlene Hyatt



ANNUAL NOTICE REGARDING NON-VISA PINLESS DEBIT TRANSACTIONS

You may use your Visa Debit Card to initiate both Visa debit transactions and non-Visa debit transactions without using a personal identification number (PIN) to authenticate the transactions.

To initiate a Visa debit transaction, you may sign a receipt, provide a card number or swipe your card through a point-of-sale (POS) terminal and choose to route the transaction over a Visa network.

To initiate a non-Visa debit transaction, you may enter a PIN at a point-of-sale terminal or, for certain bill payment transactions, provide the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference processing on the Star, Co-Op, Interlink, and Pulse networks.

The rights and protections applicable only to Visa debit transactions, including additional consumer liability limits and streamlined error resolution procedures, as described in your Electronic Fund Transfers Agreement and Disclosure will not apply to transactions processed through non-Visa networks. Please contact the credit union with any questions you may have regarding this notice.

MODIFIED PERIODIC STATEMENT ERROR RESOLUTION DISCLOSURE

In case of errors or questions about your electronic transfers, if you think your statement or receipt is wrong, or you need more information about a transfer on a statement or receipt, telephone us at 828-254-1582 or write to us at 151 Patton Ave. Suite 280, Asheville NC 28801 as soon as possible. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

1. Tell us your name and account number.
2. Describe the error or the transfer you are unsure about, and provide detail about the error or why you need more information.
3. Tell us the dollar amount of the suspected error.

We will investigate your complaint and will correct any errors promptly. If we take more than 10 business days to do this, we will credit your account for the amount you think is in error, so you will have the use of the money during the time it takes us to complete our investigation.

NEWS



ANNUAL MEETING NOTICE

Our Annual Meeting will be on **October 25th** at **4:00 PM in Room 400** in the **Veatch-Baley Federal Bldg.** We are looking forward to this in-person meeting. **There will be cash drawings and refreshments.**

HOW WE WILL CONTACT YOU

- If we need to contact you, you will get a personal phone call from someone in this office
- If you have a debit card, you may get a phone call from a 1-800 # that will be our Fraud Department
- If you receive a call from this #, they may verify information but will not ask for your Account number
- If you are unsure of a call you may have received, always feel free to call our office 828-254-1582

HOLIDAY CLOSINGS

October 10	Columbus Day
November 11	Veterans Day
November 24 & 25	Thanksgiving
December 26	Christmas
January 2	New Years

EARLY CLOSINGS

November 23	Noon
December 23	Noon
December 30	Noon

FACTS

WHAT DOES ARCADE CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- ❖ Social Security number and account balance;
- ❖ Credit history and employment information
- ❖ Income and transaction history

When you are no longer our member, we continue to share information about you according to our policies.

How?

All financial companies need to share members' personal information to run their everyday business – to process transactions, maintain customer accounts, and report to credit bureaus. In the section below, we list the reasons financial companies can share their members' personal information, the reason Arcade Credit Union chooses to share, and whether you can limit this sharing.

Reasons we can share your personal information:	Does Arcade Credit Union share?	Can you limit my sharing?
For our everyday business purposes – such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, and report to credit bureaus	Yes	No
For our marketing purposes – to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	Yes
For our affiliates' everyday business purposes – information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes – information about your creditworthiness	No	We don't share
For our affiliates' to market to you	No	We don't share
For nonaffiliates' to market to you	No	We don't share

To limit our sharing

- Call (828) 254-1582 - our menu will prompt you through your choice(s) or
- Visit us online : www.arcadecu.com

Please note:

If you are a new member, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our member, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.

Questions?

Call (828) 254-1582 or go to www.arcadecu.com

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What we do

How does Arcade Credit Union protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Arcade Credit Union collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> ❖ Open an account or provide employment information ❖ Apply for financing or give us your contact information ❖ Provide account information <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> ❖ Sharing for affiliates' everyday business purposes – information about your creditworthiness; ❖ Affiliates from using your information to market to you; ❖ Sharing for nonaffiliates to market to you. <p>State laws and individual companies may give you additional rights to limit sharing.</p>
What happens when I limit sharing for an account I hold jointly with someone else?	Your choices will apply to everyone on your account.

Definitions

Affiliates:	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> ❖ Arcade Credit Union has no affiliates.
Non affiliates:	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> ❖ Arcade Credit Union does not share with nonaffiliates so they can market to you.
Joint marketing:	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. Our joint marketing partners include: <ul style="list-style-type: none"> ❖ Our joint marketing partners include insurance companies.

Other Important Information